

CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing.
- **Maintain contact.** Keep good records
- **Keep good records** of your dealings with CSSD. Keep copies of your paystubs and tax records.
- **Notify CSSD of any changes**

Help Desk

907-269-6750

Payment Mailing Address:

P.O. Box 100380
Anchorage, AK 99510-0380

Mailing Address:

550 W 7th Ave, Suite 310
Anchorage, AK 99501-6699

Contact us:

Customer Service: **(907) 269-6900**
TOLL FREE (In-state): 800-478-3300
FAX: (907) 787-3220
Email:
dor.cssd.customerservice.anchorage@alaska.gov

Alaska Child Support Services Division (CSSD)



Employers' Guide to Electronic Payments



akchildsupport

FOR MORE INFORMATION CHECK OUR WEBPAGE:
<https://childsupport.alaska.gov/child-support-services/employers/employer-information>

CSSD has Two Electronic Payment Options:

As an employer, you play a vital role in the success of the child support program. Your cooperation and involvement ensures families receive the financial support they need.

Our electronic payment services provide an easy and efficient way to make payments—saving you time and money.

Resources:

For more information about remitting CSSD payments electronically, or interpreting the format of the child support addenda record, contact:

- Alaska EFT coordinator (907) 269-6750

For information about ACH and ACH software, contact your local financial institution

Office of Child Support Enforcement federal; resource for employers:

<https://www.acf.hhs.gov/css/employers/state-contacts-requirements>

Electronic Funds Transfer (EFT)

EFT offers a number of advantages to employers. These include:

- No lost, stolen or delayed checks
- No possibility of check or mail fraud
- EFT works with many states using a standard EFT file

Accurate and efficient disbursement of funds to the family by AK CSSD State Disbursement Unit (SDU)

Employers may send child support payments through their financial institutions bank internet site or software using the CCD+ or CTX format. The National Automated Clearing House Association (NACHA) approved standardized format for child support withholding payments is accepted by all child support agencies. This set up is initiated with your financial institution. Please contact your bank representative for assistance to find out if these two ACH options are available for your business.

Business Services Portal

Through the AK CSSD Business Services Portal, employers can pay child support withholdings using a secure Internet web site. It's a free service for both small and large employers.

Register for a myAlaska account today!

1. Go to <https://my.alaska.gov/>
2. Scroll down to Services for Business and choose CSSD Business Services Portal
3. Choose New User: Register for myAlaska Account
4. Please have your most current withholding order paperwork available for reference numbers.
5. Under Services for Businesses, click on CSSD Business Services Portal for a step by step one time enrollment.

Once enrolled, there is a 24-48 hour waiting period before making child support garnishment payments.

Third Party Processor

If you use a third party processor for payroll and garnishment services, please contact your third party payroll representative and request they remit your employee's child support garnishment electronically to our agency.